Indiana Department of Education

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Technical Assistance Process and Overview

The Indiana Department of Education (IDOE) is dedicated to ensuring that local educational agencies (LEAs) receive effective and efficient targeted support when needed. Technical assistance (TA), commonly referred to as consulting, is the process of providing targeted support to an organization with a development need or problem. It serves as an effective method for building the capacity of an organization.

TA Overview

TA involves communication between a specialist or consultant and the organization. The specialist should be aware of the organizational culture and any specific circumstances related to the development need. TA is also typically delivered over an extended period of time. In order for this type of assistance to be effective, the specialist or consultant should adhere to a set of core principles. Effective TA should be:

➔ *Collaborative* – Work jointly with the organization's staff to identify underlying needs.
➔ *Systematic* – Use an orderly approach.
➔ *Targeted* – Determine where technical assistance will have the greatest impact.
➔ *Adaptive* – Be flexible.
➔ *Customized* – Respond to the unique needs of the organization.
➔ *Results-driven* – Identify measures that indicate improvement.

The structure of how TA is delivered varies. It can be one-on-one consultation or small group facilitation. TA can be provided in person or other online methods such as web conferencing.

Universal, General (Level One)

Level one TA is defined as passive in nature and describes information provided to independent users through initiative, resulting in minimal interaction with TA support staff and includes isolated support. This TA includes information presented as newsletters, guidebooks, or research syntheses downloaded from the TA center's website by individuals.

Examples:

- Collaborative IDOE professional development resources
- Professional sessions and resources in the [Indiana Learning Lab](#)
- Brief, informal informational sessions over technical topic Short Informational Session (informal)
- Policy interpretation and guidance documents

Targeted, Specialized (Level Two)

Level two TA is developed based on the needs of multiple parties and is not extensively individualized. In level two TA, a relationship is established between the recipient and the TA provider. This TA can include one-time, labor-intensive events, such as facilitating strategic

planning or hosting regional or national conferences, or it can be episodic, including less-intensive events over an extended period of time (e.g., conference call series on numerous topics based on the recipients' needs, communities of practice, etc.).

Examples:

- Facilitation of a program evaluation toolkit process (English learners, special education, or special populations)
- Hosting ongoing office hours to address stakeholder questions
- TA providers review resources, proposed guidance, or presentations the LEA has created in order to provide support and suggestions

Intensive, Sustained (Level Three)

Level three TA services are often provided on-site and require a stable, ongoing relationship between the TA provider and recipient. TA services are defined as a negotiated series of activities designed to reach a valued outcome. This category of TA should result in changes to policy, programming, practice, or operations that support increased recipient capacity and/or improved outcomes at one or more systems/levels.

Examples:

- Holding, deliberate meetings with corporation leaders for up to one year
- Engaging in on-site assistance of three or more visits within the school year
- Providing direct assistance with creating a plan for English learners

Intensive, Long-Standing (Level Three+)

Level three+ TA services are also often provided on-site and require a stable, ongoing relationship between the TA provider and recipient. More than one TA provider may be involved in support. TA services are defined as a negotiated series of activities designed to reach a valued outcome. This category of TA involves continued virtual and on-site visits over a defined period of time and should result in changes to policy, programming, practice, or operations that support increased recipient capacity and/or improved outcomes at one or more systems/levels.

Examples:

- Holding consistent, deliberate meetings with corporation for one or more years
- Engaging in on-side assistance of multiple visits over numerous years
- Presence of a Technical Advisory Committee

TA Process for LEA Submission:

1. LEAs identify a need for TA and navigate to IDOE's Office of Student Support and Accessibility webpage.

2. LEAs will submit a TA Request Form, identifying a point of contact and brief overview of the type of assistance/service requested.

3. IDOE will review the submission and determine the level of TA needed by the LEA within one business day of receiving the request.

4. IDOE will schedule an intake call with the LEA requesting support via the Microsoft Teams web conferencing application or another application, as needed.

5. IDOE will take appropriate action to provide individualized support based on the TA level agreed upon by both parties.

TA Process for Identified LEAs:

1. LEAs are identified by IDOE through data management, monitoring, or additional needs based on assessment trends and academic progress.

2. IDOE notifies LEAs of technical concerns and delineates the process for conducting TA for their specific populations and needs.

3. IDOE will schedule an intake call with the identified LEA via the Microsoft Teams web conferencing application or another application, as needed.

4. IDOE will take appropriate action to provide individualized support based on the TA level and concerns identified by both parties.

Reference: CDC Technical Assistance

Visit IDOE's Office of Student Support and Accessibility webpage for additional information and submit the Technical Assistance Request Form for concentrated support.